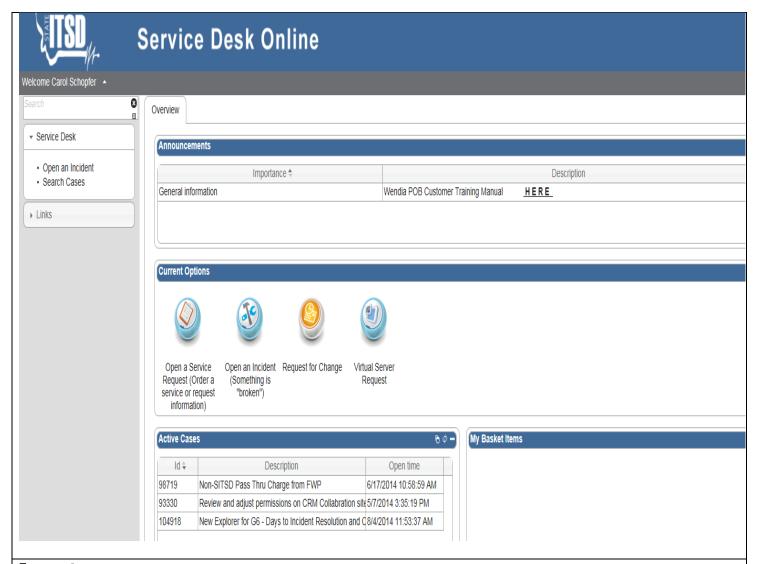# Reporting to ITMC

Information Owner
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Website (if applicable):

Information	
☒ Informational ☐ Issue ☐ Action Needed ☐ Other:	

Name of Service, Program, Project or Issue: SITSD ServiceDesk on line tracking and ticketing tool upgrade.

Description/Background:

DOA State ITSD is pleased to announce the deployment of the upgraded Service Desk online tracking and ticketing tool - POB G6. The tool will be deployed Thursday, September 4, 2014. The web address to the Service Desk self-service tool remains the same. To access the tool, go to the following web address: http://servicedesk.mt.gov/ . By selecting the URL, you may be automatically logged into the Service Desk tool. If you are not in the state domain, you will need to login with your State Active Directory credentials - (state/xxxxx).

Although the Service Desk tool is quite intuitive, a Self Service Portal user guide will be available when the upgrade goes live. You will be able to access the guide in the *Announcements* section of the Self-Service Portal. (see image below)

Impact:
- Cosmetic Changes to the Self-Service Portal
- A new Virtual Server Online Ordering Form

Process Changes:
In order to request a virtual server, customers should use the new Online Virtual Server Request Form. These orders will appear in the 'My Basket Items' section of the Self-Service Portal where customers will be asked to verify their order by selecting the 'Check Out' button. This will create a standard service request ticket.

Attachments: None